



CUP 2020 Results

The CUP 2020 Survey is an instrument developed by the Council of University Presidents workgroup. This is a common set of questions that provides comparable information on NM university students' satisfaction with their educational experiences. NNMC adopted the survey when it joined the CUP in 2012. Prior surveys are available on [Northern's Institutional Research survey website](#).

This survey was administered via SurveyMonkey to all graduating students. A total of 180 students received the survey by email between May 2020 and June 2020. Eighty-two students responded giving a 46% response rate. The results are as follows:

Q1. Please rate your satisfaction with NNMC regarding Curriculum and Instruction (n=82):

	(1) Very Satisfied	(2) Satisfied	(3) Dissatisfied	(4) Very Dissatisfied	(5) Does Not Apply
Quality of instruction in your major	58.5%	39.0%	2.4%	0.0%	0.0%
Quality of instruction outside your major	42.7%	46.3%	2.4%	0.0%	8.5%
Quality of academic advising	56.1%	26.8%	11.0%	3.7%	2.4%
Availability of courses in your major	42.7%	45.1%	11.0%	1.2%	0.0%
Quality of intellectual challenge of your program	54.9%	42.7%	0.0%	1.2%	1.2%

Q2. Please rate your satisfaction with Northern regarding Student Support (n=82):

	(1) Very Satisfied	(2) Satisfied	(3) Dissatisfied	(4) Very Dissatisfied	(5) Does Not Apply
Adequacy of financial assistance (\$)	51.2%	32.9%	3.7%	3.7%	8.5%
Quality of career counseling and advising	47.6%	31.7%	6.1%	4.9%	9.8%
Contact with faculty outside of class	53.7%	40.2%	4.9%	1.2%	0.0%
Adequacy of laboratories and equipment	35.4%	42.7%	4.9%	0.0%	17.1%
Adequacy of library facilities	58.5%	36.6%	0.0%	1.2%	3.7%
Adequacy of computer facilities	50.0%	39.0%	4.9%	1.2%	4.9%

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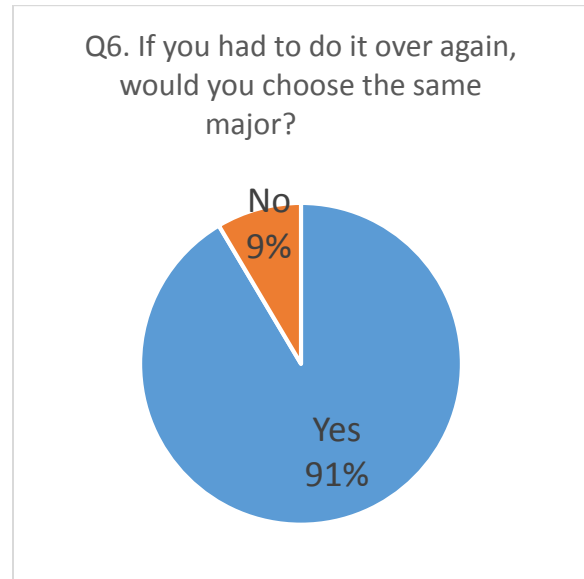
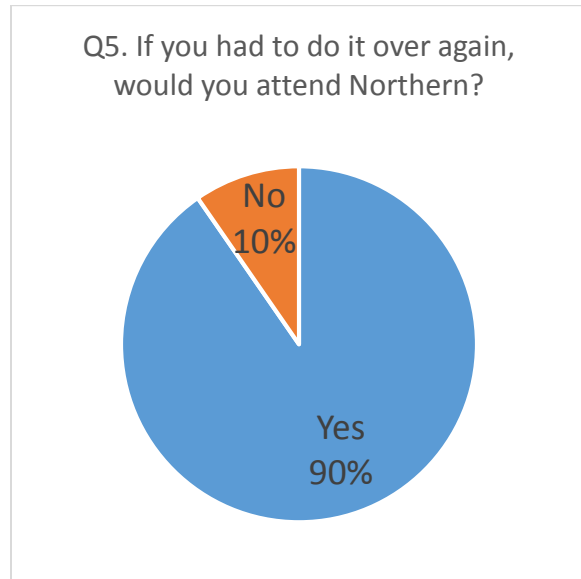
Q3. Please rate your satisfaction with Northern regarding an Overall Assessment (n=82):

	(1) Very Satisfied	(2) Satisfied	(3) Dissatisfied	(4) Very Dissatisfied	(5) Does Not Apply
Value of your education, relative to cost	53.7%	40.2%	3.7%	2.4%	0.0%
Your sense of community on campus	42.7%	43.9%	2.4%	6.1%	4.9%
Your preparation for work or graduate school	54.3%	37.0%	3.7%	2.5%	2.5%
Your satisfaction with your college experience	51.2%	41.5%	6.1%	1.2%	0.0%

Q4. Your major(s) (N=81):

Degree / Major	Count
BAIS	1
Barbering	1
Biology/Psychology	1
Business	1
Business - project management	2
Business Administration (associates)	1
Project Management (Bach)	1
business administration/ management	1
criminal justice/psychology	1
EMET	1
General psychology	1
Humanity and psy	1
Integrated Studies	1
Nursing and business	1
Psychology	1
Radiation Protection	1
Early Childhood Education	10
ALP	5
Elementary Education	6
Criminal Justice	4
Nursing	4
ALP Elementary Education	3
Biology	3
Environmental Science	3
Teacher Education	3
BAIS: Psychology	2
Electromechanical Engineering	2
Mathematics	2
RN to BSN	2
BAIS Psychology	2
Information in Engineering Technology	3
AA Psychology	1
AA/BA- Criminal Justice	1
AAS-Nursing	1
ADN-Nursing	1
ALP Special Education	1
Associate in Arts	1
Associates in applied science	1
Associates in Substance Abuse	1
BA in Early Childhood Multicultural	1
BAIS Crime and Justice	1
Bachelor of Business Administration	1

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Q7. What's next? Please specify:

Graduate school (where) n=39	Count
Northern New Mexico College	7
University of New Mexico	5
New Mexico Highlands University	4
Bachelor's at NNMC	2
Bachelor in Education	1
Bachelor's in Psychology NNMC	1
ENMU	1
GED House Taos New Mexico	1
los Alamos	1
New Mexico Tech	1
NNMC BA	1
NNMC RN-BSN program	1
Northern RN-BSN	1
Northern's ALP courses	1
University of Oklahoma	2
Possibly graduate school	1
Possibly Highlands University	1
Possibly UNM	1
Southern Mississippi State	1
Southern New Hampshire University	1
Undecided	3

Seek job (where) n=34	COUNT
LANL	7
Albuquerque, New Mexico	2
Santa Fe	2
State of NM government	2
Counseling	1
El Rito NM	1
Employed	1
Hospital	1
Hospital Española	1
legal field	1
National Lab	1
New Mexico State	1
NM Forestry; NM Game and Fish; NM Fish and Wildlife	1
Northern New Mexico College	1
Penitentiary maybe	1
Pojoaque	1
Rio Arriba Sheriff department	1
RN Cristus St. Vincent hospital	1
Santa Clara Pueblo	1
Santa Fe Public Schools	3
State job or police department.	1
State or government or tribal	2
Summer research experience for UNM	1
YDI	1



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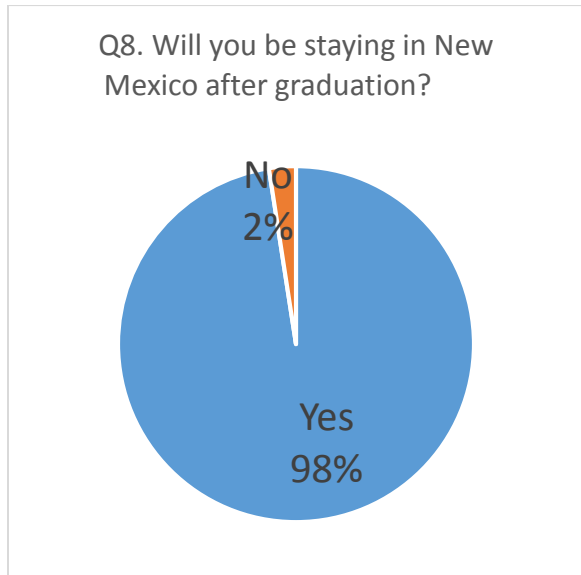
Already have job in my field (where)	Count
Family Learning Center. (Espanola)	3
Espanola Public Schools	2
LANL	2
Los Alamos Public Schools	2
Chama Valley Independent Schools	1
Clinic	1
East Rio Arriba SWCD	1
ECRA	1
EPS public Schools	1
Espanola, NM	1
Head Start	1
Holy Cross Catholic School	1
Khapo community school	1
Khapo Construction	1
LANL	1
Licensed Substance Abuse Associate	1
Los Alamos National Laboratory	1
McCurdy Charter School	1
Ohkay Owingeh Community School	1
Ohkay Owingeh Head Start	1
Pre k creative kids	1
Presbyterian Espanola Hospital	1
Radiation Control technician at LANL	1
Santa Fe	1
SFPS	1
Sheriff office (previous)	1
YDI Headstart	1
Santa Claran	1
Santa Rosa Consolidated Schools	1

Espanola Public Schools	1
Head Start Teacher	1
In northern NM	1
James H. rodriguez Elementary	1
K-8 Chama Elementary -Middle School	1
Khapo community school	1
Los Alamos Public Schools	1
Ohkay Owingeh Community School	1
Penasco	1
Pre-K	1
PVIS	1
Santa Rosa Consolidated Schools	1
Vadito Head Start	1

Seek job in another field (n=4)	Count
Criminal Justice	1
NM Department of Game & Fish	1
Northern New Mexico College	1
Social Work	1

Military (branch) n=1	Count
Maybe	1

Teacher K-12 (where) n=19	Count
Los Alamos Public Schools	2
Alcalde Elementary	2
Amy Biehl	1
ECRA	1





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Q9. Please comment on any aspect of your collegiate experience that you felt was a particular strength or a particular weakness in the areas of curriculum, instruction, academic support or your overall college experience.

Strength

- Professors were very engaged
- Hybrid form of learning is the school's strength. I never had any issue balancing work with school life.
- "Strength: Most nursing instructors were great. Most nursing courses were very good. Textbooks were excellent. Very good support in nursing program. Some courses outside of nursing program were also very good. One nursing instructor very narrow-minded, insulting, unwilling to change.
- **Dr. Tara Lopez, Lori Franklin** and Instructions in Humanities are amazing and are always extremely helpful to their students.
- I enjoyed the family feel I experienced while in the school of education. I felt like all of the instructors and advisors really wanted to see you succeed and become successful in the education field. Everyone was real supportive.
- RN to BSN program was very flexible in working with me and other students to accommodate our varying needs. Personally, I lost a daughter the last month of classes, and the instructors were so understanding and let me know how I could still do my work and graduate. I am so appreciative of that.
- I am very grateful that I was able to be a student of **Dr. Kalbfleisch**. She was a great supporter in my journey. Along with the rest of the education department staff.
- The advisors that I have made myself acquainted with have been quite helpful.
- "The instructor's I have had has help in my education. Thank You NNMC staff for believing in me and giving me the confidence in me. I'm 55 years old when I was 15 years old I quit. In 2015 I got my GED in Espanola I never thought I would go to College. Thank you for helping me and believing in me. I was in the CAMP program they help me in my education, they say once a camper always a camper. I still go to the CAMP office at least 2 times a week. Thank you for giving me the courage to believe in myself. I have 4 brothers, and 3 sister. Only my brother and I have attended college. In first semester I had a class with my nephew and niece. I know I have told you how much you helped me. THANK YOU THANK YOU THANK YOU.
- Having teachers that were in experience with the program or degree. Makes it more interesting
- My instructors always made an opportunity to reach out and assist in any way they could.
- Thank you for making my goal easier, because you help me step by step. You help me to know what classes I needed to graduate, and it is not just that I finish with college, it starts living my job dream.
- I enjoyed doing my major in NNMC
- Having small class sizes were such a benefit in my perspective. I think a lot of my classmates, including myself, would seek one on one assistance with professors and advisors. They made us feel like we could ask or talk about anything to them. This made the learning experience work so much better and I could not have asked for better professors and advisors.



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- I had some very amazing professors in the STEM field. Most of them were women which I find really great. They were great mentors and role models for women like myself who want to pursue a future in STEM
- CAMP is a great support system and over all the college was resourceful and convenient the school is great and I highly recommend.
- Both of my professors were excellent. All the staff was extremely helpful when needed.
- The College of Education has excellent instructors who provide support, guidance, and knowledge in content area. I am very pleased to have chosen NNMC to complete the ALP.
- I feel the College of Education dept. was very helpful. I appreciated the online classes. Faculty was very helpful, especially **Dolores**. She is awesome!
- The strength was the support from staff towards helping me through my educational journey.
- I think the college was very good about offering help to people who needed it. Along with professor or academic advisors that would reach out to offer help and make things easier to complete your work or any other information needed to get your degree.
- For the most part it was a great experience. Made many friends and learned a lot and due to covid we as students had to take on a role of practically teaching ourselves with no person to person involvement. But it was great, stressful but very knowledgeable.
- I would like to thank NNMC for a great college experience. Seeking my degree later on in my life I never felt like I didn't belong here at NNMC. There were many students my age or older also working on degrees and I fit right in. I am exceptionally grateful for good mentors at the College of Education. First, **Dr. Sandra Rodriguez** took real initiative in helping me get on track of what classes I really needed to complete. Not to knock the administration in the college of education before but until Dr. Rodriguez came in I was pretty much advising myself with the exception of someone signing my registration papers. Dr. Sandra Rodriguez called me in and showed me where I was at in my degree plan and she guided me and helped me seek my degree where I understood what I needed to complete my AA in Early Childhood Education and now my BA in Early Childhood Education. Second, Victoria Garcia was another life saver on my education journey especially this year 2019-2020. She came into my classroom weekly and mentored me to be a better Pre-K teacher. She guided me with my students and was always there for support even if it didn't pertain to the residency program. Finally, last but definitely not least Dr. Catherine Berryhill. She was my student teacher mentor and helped me accomplish my final steps to achieving my BA degree. Helping me with my portfolio and just being there to answer any questions or help with any needs I had during my last semester. I also took her summer course Learning Social Studies and Movement in the summer of 2019. She is an amazing professor and takes real interest in her students. I had a lot of fun in this course and we did a lot of hands on learning which inspired more hands on learning for my Pre-K students. My last two years at NNMC have been the best just knowing these amazing women. I do want to mention that ALL STAFF at NNMC from professors to office help have been great. Thank you to everyone!!
- Everything was great except for one bad experience with a loan officer and I wish there was more online class options.
- The people, the best I made the most friends ever.



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- "The professors in the engineering department are some of the best instructors I have had. They ensured I stayed on path while keeping me busy and hardworking with research projects and mentorship work. The Northern STEM Mentor Collective is easily one of the best aspects of coming to NNMC. The events held by student life are great as well, as they have fed me during the course of the semester with events that support the student body.
- All of the instructors were amazing. **Ellen Trabka** always followed up with me to make sure I was on track, and answered any questions I had.
- An aspect of my collegiate experience that I felt was a particular strength in the areas of curriculum, instruction, academic support or my overall college experience is how my academic advisors were always there to help me if I needed it and also keeping my in the right track with my classes.
- Instructors are very knowledgeable and professional.
- Outside of home, the professors were very understanding and treated everyone like family. They gave me support and were very kind/patient with me when I didn't understand something.
- Northern is a great place to go to school without feeling overwhelmed by the amount of work or feeling of insecurity. It's a fun place to go when you want to watch a basketball game.
- I am overall pleased with my experience and education at Northern. I'm going to Miss the facility and staff. I'm grateful to have gone to NNMC it changed my life! I did it! Class of 2020!
- My overall experience has just been awesome, thanks to Northern New Mexico College I've been able to achieve things that I never knew could happen in my career life. Going in for my GED and completing the HEP program all the way to receiving my first associate's degree, every single teacher has left a stamp in my hat I will cherish till the day I die. No complains what so ever!
- The teachers are approachable. It made the entire experience stress free.
- My advisor helped me out so much, and so did **Verna**

Weakness

- Rarely received feedback on work submitted. Just a letter grade on a transcript.
- Weakness: Way too much time spent on clinical hours at BSN level. Nurses who work full-time, especially days, would find this program a deal-breaker. Also, courses in public speaking and English Comp (both required) were a waste of time and money as they were very low-level."
- I often felt that the professors were not seeking to educate so much as to simply inform students what their opinions were on a particular topic. It was disingenuous and discouraging, not to mention frustrating.
- I really enjoyed my college experience and the teachers where awesome. The only two areas of training I saw that need more attention is shaving and performing a fade haircut. The program needs someone who has worked and has hands on experience as a barber to train those areas.
- The same Instructor for two important subjects was not good at teaching.
- I am a criminal justice major. I expected to learn things in relation to criminal justice and it seemed like I learned more about philosophy the entire time. We needed more law courses.
- Because of the closing of the school I feel that I missed out on learning everything I needed to prepare me for my state board tests. The teachers were not prepared to set up a well-organized



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curriculum for the cosmetology and barbering program. Since the closing we also were not able to get our things from the salon to properly provide service on our mannequin heads.

- Lack of resources in the nursing department.
- I would have liked to have the Core Classes such as math, Science, etc. to be offered at different times in the late afternoon or evenings due to a lot of people are working during the morning and is harder to leave work for class. I know myself as a teacher, parent who works full time a was trying to complete my degree it would of been nice to have more times available. I really enjoyed the flexibility of the Teacher Education department with classes, I was able to do some weekend and evenings class which really helped a lot. I also kept my own record of classes that I needed to complete because my academic advisor was always changing or never kept in touch unless I contacted them.
- Fill the gap between Administration and students. People who have 3-5 figure salaries have NO Knowledge or experience with students. Staff and faculty who work with students receive peanuts for pay.
- I felt like there was a missing level of care between professors in my department and students. Some of the professors were not so understanding of student's situations and I often disliked having to be in an actual class setting because of it. I also had a lot of trouble with the Registrar's office and the Advisors in Admissions. I did everything on my own my entire college experience because of a lack of faith in those departments. I believe these departments can be overwhelmed with duties and it hurts students who need something in particular and they have to wait weeks or months to get their requests filled.
- Some of robotics stuff they have in the labs are limited and need more expertise to use. They currently do not have anyone who can work with that equipment and cannot provide a worthwhile experience for those in the robotics course."
- A weakness would be the amount of staff in the Engineering and IT department. A strength is the staff they do have are amazing.
- Provide a Native American center.
- My overall college experience was great. However, I wish the college would have sent out important emails with more time ahead of the actual event, not a couple days before. Also, it would have been nice to have our own building to do labs; a building for Environmental Science only maybe. Lastly, the elevator was never fixed in the library for two semesters straight, therefore it was hard for me to go to the top floor.

Q10. If you were able to make one significant change in the programs, services or environment for students at this institution, what would it be?

- Advisement.
- "An option for dorms to be implemented on campus. Living off campus takes some time to get use to in Espanola, so having the choice to be closer to the main campus is definitely better."
- Availability of classes in ECE
- Class availability was the only issue I faced but I worked it out and had awesome academic advisors along the way!
- Classes offered during both semesters.



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- Constant review of the ability of instructors to impart information, listen to the students, take a survey of student opinion early in the season.
- For all the courses to be available because right now there are many courses that are not available for students to be able to complete their degree or certificate.
- Free tuition for all.
- Get Northern back to providing more vocational opportunities.
- Have more classes at different times to accommodate working individuals.
- Have more degree programs. Bring back welding and automotive.
- Having another instructor to help in the nail, waxing, and facial room. Also changing the way the teacher takes our hours even when we are on class.
- I really liked the on campus learning but I know it is not cost effective due to lower admission rates.
- I think in the long run a larger availability of online programs would be something that benefits the student like myself. As a Public Servant working 40+ hours a week, I know that even the online program takes time management. There are many officers I know that only need 1 or 2 classes to obtain their degrees. They always relate to me how they wish they have time, but between kids, spouses, and work it isn't feasible to come to Northern for classes. With the availability of online courses for working adults and young mothers and fathers within Northern New Mexico, I believe that we might see an influx in not only students but working professionals.
- I think the school needs better-informed staff. Many times, I would ask questions and be passed around to multiple people before finding an answer. Also, it may be helpful to teach students how to register for classes on their own and have the ability to do more things independently so the Registrar and Admissions staff can help students more rapidly.
- I wasn't aware of any clubs or scholarships. Unless it was through my email. I would like to see those type of things be advertised more.
- I would not change anything because I receive all the help. I couldn't do it without program support that fast; the staff of the program believes in me.
- I wish there was more online classes.... I had to quit my job to go back to school because all the classes I needed weren't offered online which made it hard.
- I would honestly make another cafe in the college. When the cafe was in the library it was the best!
- I would organize the overall nursing department better. At times it was very unorganized.
- I would try to make all instructors available on campus a little more often.
- If I were able to make one significant change in the programs, services or environment first students at this institution it would be to have more in person classes and less online classes.
- If some professors were more classes were offered
- In the College of Education I would not change anything. Keep up the good work and please continue helping students like me achieve their goals.
- Make the services available to the students more obvious or announce it more. Some students are unaware of the services/programs that are at northern.
- More degree options (radiology)
- More ECE classes available every semester.



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- More interaction between the school, staff and Peers
- More laboratory time
- More Psychology classes. I feel as though I took more classes in other fields than my own.
- Offering general education classes that are offered at night due to the fact that Childcare is during the day and we cannot leave work to go to class.
- Overall I wouldn't change anything about my experience at Northern it was absolutely amazing, the best experience of school I have ever had.
- Provide a Native American center.
- Reduce number of clinical hours required in complementary and alternative medical (CAM) fields for nurses at BSN level. This is very different from the clinical hours in the ADN program because in the ADN program, we are intended to become nurses and we practice nursing skills while doing our clinical hours (very valuable!). In contrast, at the BSN level, the clinical hours are not meant to help us become CAM therapists. Instead, we are simply observing and learning how to incorporate therapies or collaborate with other therapists. Forty-five hours of observation is a lot to squeeze in on top of other coursework, and I didn't feel it was worth it. I could have learned the same with far less observation time. I also believe that NNMC loses some great students because they do not want to or cannot give away 45 hours of their time - instead, they will opt for Highlands or similar online BSN program that does not have the 45-hour clinical requirement.
- Student life and resources for the disadvantaged. A place to be and sense of belonging.
- Summer classes
- Supplemental instruction
- The advisor is a little hard to get ahold of
- The blackboard
- Too many changes in positions people coming and going frustrating
- Would offer another degree that covers IT directly not engineering, or certification of CompTIA.